ZTE中兴® 中兴通讯股份有限公司
ZTE CORPORATION
HeartyService

MF60 Mobile Hotspot After-sales Service Manual(Level 1) for ZTE Hungary Korlatolt Felelossegu Tarsasag

Version 1.0

ZTE CORPORATION
ZTE B3-Building, Keji Road South,
Hi-Tech Industrial Park, Nanshan District,
Shenzhen, P. R. China

LEGAL INFORMATION

Copyright © 2009 ZTE CORPORATION.

The contents of this document are protected by copyright laws and international treaties. Any reproduction or distribution of this document or any portion of this document, in any form by any means, without the prior written consent of ZTE CORPORATION is prohibited. Additionally, the contents of this document are protected by contractual confidentiality obligations.

All company, brand and product names are trade or service marks, or registered trade or service marks, of ZTE CORPORATION or of their respective owners.

This document is provided "as is", and all express, implied, or statutory warranties, representations or conditions are disclaimed, including without limitation any implied warranty of merchantability, fitness for a particular purpose, title or non-infringement. ZTE CORPORATION and its licensors shall not be liable for damages resulting from the use of or reliance on the information contained herein.

ZTE CORPORATION or its licensors may have current or pending intellectual property rights or applications covering the subject matter of this document. Except as expressly provided in any written license between ZTE CORPORATION and its licensee, the user of this document shall not acquire any license to the subject matter herein.

ZTE CORPORATION reserves the right to upgrade or make technical change to this product without further notice.

Users may visit ZTE technical support website http://ensupport.zte.com.cn to inquire related information.

The ultimate right to interpret this product resides in ZTE CORPORATION.

Revision History

Revision No.	Revision Date	Revision Reason
V1.0	2012–07–13	First edition

Edited by ZTE University

Publishing Date: 2012–07–13

Contents

1 Product Summary 1

1.1 Product Overview 1
1.2 Standard Configuration 1
1.3 Specifications 1
1.4 Main Functions 1

2 Function Test 3

2.1 NFF Test 3
2.2 Install PC Software 3
2.3 PC Software Test 7
2.3.1 Main Interface 7
2.3.2 Connect Internet 8
2.3.3 SMS 9
2.3.4 Phonebook 10
2.3.5 Settings 10
2.3.6 Status 11

3 Software Download 13

3.1 Before You Begin 13
3.1.1 Computer and System Requirements 13
3.1.2 Data Cable 13
3.1.3 Service Software 13
3.1.4 Cautions 14
3.2 Install Cable Driver 14
3.3 Install Download Platform 19
3.4 Download Software 19
3.5 Export Download Information File 22

4 Disassembly 25

4.1 Disassembly Tools 25
4.2 Exploded View 25
4.3 Disassembly Flow Chart 27
4.4 Disassembly Steps 27
4.5 Composing 31

5 Principle and Mainboard 33

5.1 Principle Block Diagram 33
5.2 Basic Component Distribution 34
5.3 PCB Layout 35

6 Troubleshooting 37

6.1 Housing Failure 37
6.2 Switching On Failure 37
6.3 Hanging 37
6.4 Display Failure 38
6.5 USIM Card Unidentified 38
6.6 T-Flash Card Unidentified 38

6.7 Modem Unidentified 39
6.8 Can not Recognize COM Port..... 39
6.9 Download Software Failure 40
6.10 Abnormal Indicating Light 40
6.11 No Signal 40
7 Appendix 41
7.1 After-Sales Technical Support Website..... 41

1 Product Summary

1.1 Product Overview

NOTE

Note:

The picture is for reference only, please make the object as standard.

1.2 Standard Configuration

SN	Name	QTY
1	Modem	1
2	Battery	1
3	Charger	1
4	Data cable	1
5	Quick user guide	1

1.3 Specifications

- Frequency range: WCDMA2100/1900/900, GSM850/900/1800/1900
- Dimensions: about 99.7mm*54mm*14.9mm
- Weight: about 65g
- USB 2.0 HIGH SPEED
- Battery capacity: 1500 mAh
- Standby time: up to 80 hours (low power mode)
- Working time: up to 4 hours (depending on usage and network conditions)

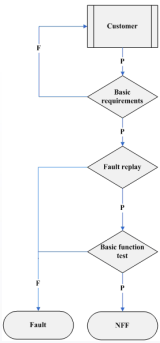
1.4 Main Functions

- Support Internet and Wi-Fi.

- Support SMS and phonebook.
- Support memory card: up to 32 GByte.

2 Function Test

2.1 NFF Test

NFF Flow Chart	Items	Steps and Requirements	Tools
	(1) Basic require-ments	1. Check whether the accessories in sales package are complete.	/
		2. Make sure that the anti-disassembly label is torn or removed.	
		3. Make sure the modem has no physical damage.	
		4. The modem should be still under warranty.	
	(2) Fault replay	1. Insert the USIM card provided by local operator. Connect the modem and computer with data cable, and switch on the modem.	USIM card
		2. Test the reported faults and make sure that the faults do not replay.	
	(3) Basic function test	1. Open PC software, click **Connect**to make internet connection test.	USIM card
		2. Open PC software, click **SMS** to test SMS function.	
	Conclusion	Test the modem from step (1) to (3). Stop test if you find faults at one step. And the modem is faulty.	
		If there is no fault after you finish test, the modem is an NFF modem.	
		Note: refer to User Manual for the items that the above three steps can not test.	

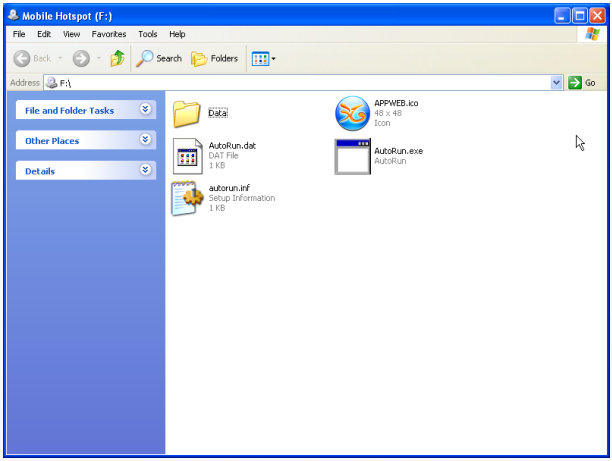
2.2 Install PC Software

Prerequisite

- Please insert the USIM card provided by service provider into the modem, otherwise some functions of the modem are unusable.
- We use local USIM card of China mobile operator to do the test, for reference only.

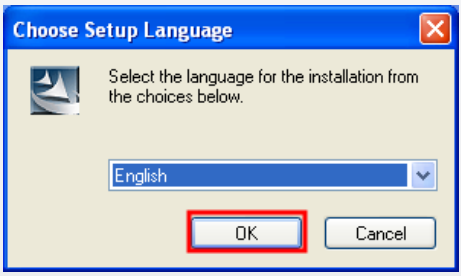
Steps

1. Connect the modem and computer with data cable.
2. The virtual CD window appear.

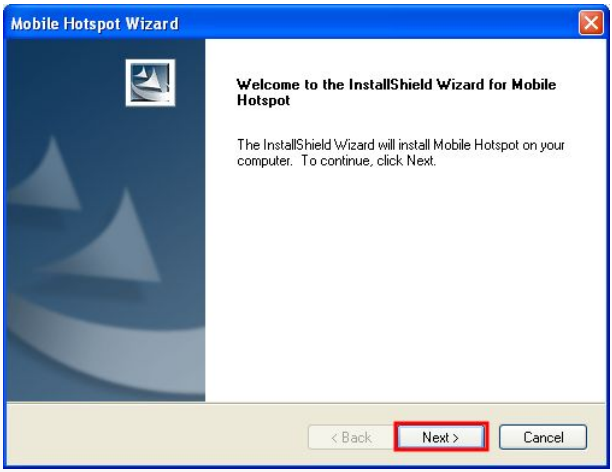


3. Click

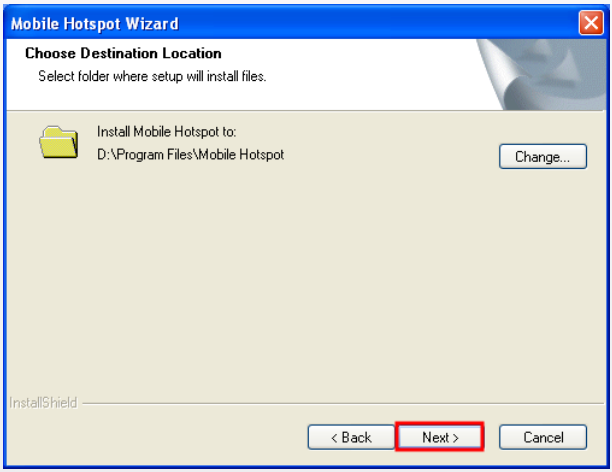
4. Select the installation language, click **OK**.



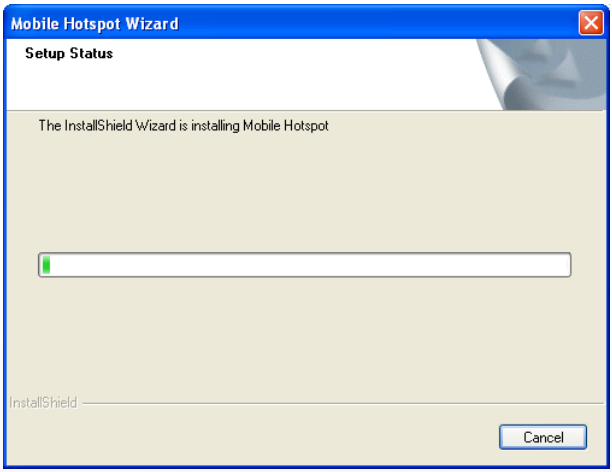
5. The installshield wizard appears, click **Next**.


Mobile Hotspot Wizard
Welcome to the InstallShield Wizard for Mobile Hotspot
The InstallShield Wizard will install Mobile Hotspot on your computer. To continue, click Next.
< Back
Next >
Cancel

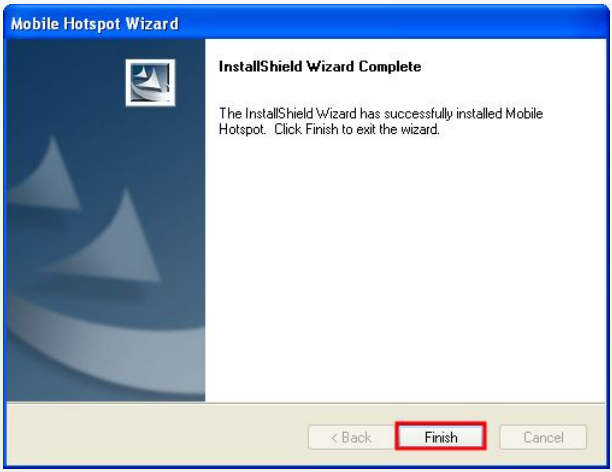
6. Select **Change** to select installation directory, click **Next**.



7. Installing.



8. Install successfully. Click **Finish**.


Mobile Hotspot Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Mobile Hotspot. Click Finish to exit the wizard.
< Back
Finish
Cancel

--End of steps.--

Result

The shortcut icon will appear on the system desktop after installing successfully.

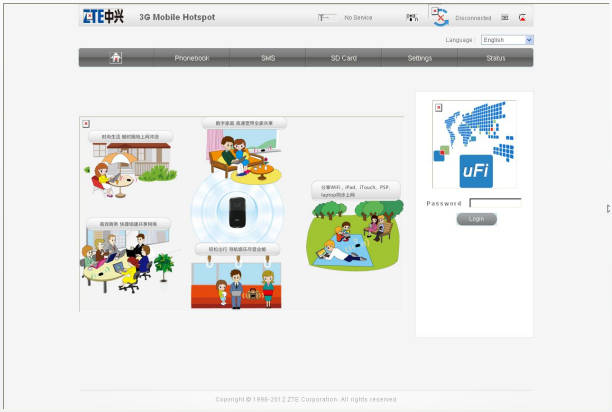
2.3 PC Software Test

2.3.1 Main Interface

Steps

1. Double-click the shortcut icon on system desk top.

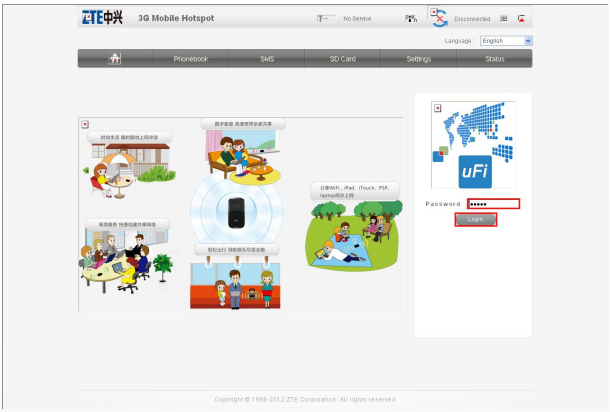
2. The main interface of the software is as following.



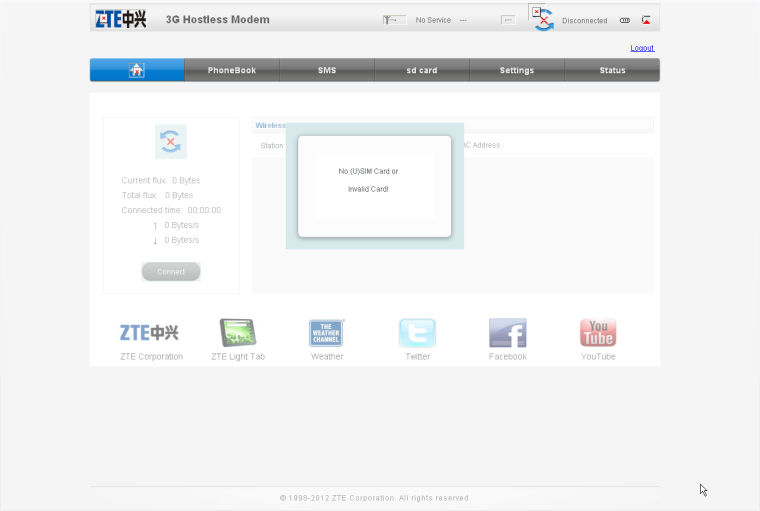
3. Input the password, and click **Login** to login the homepage.

NOTE **Note:**

The default password is **admin**.



4. After you login successfully, the interface is as following.

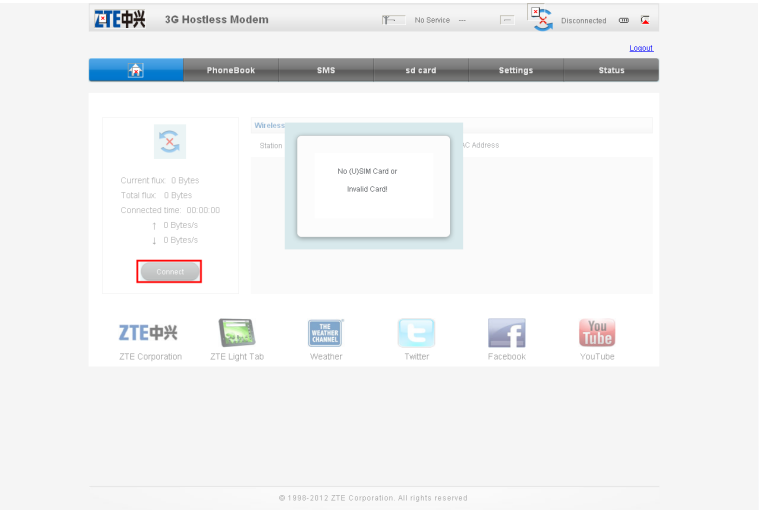


--End of steps.--

2.3.2 Connect Internet

Steps

1. Click Connect to connect the Internet.



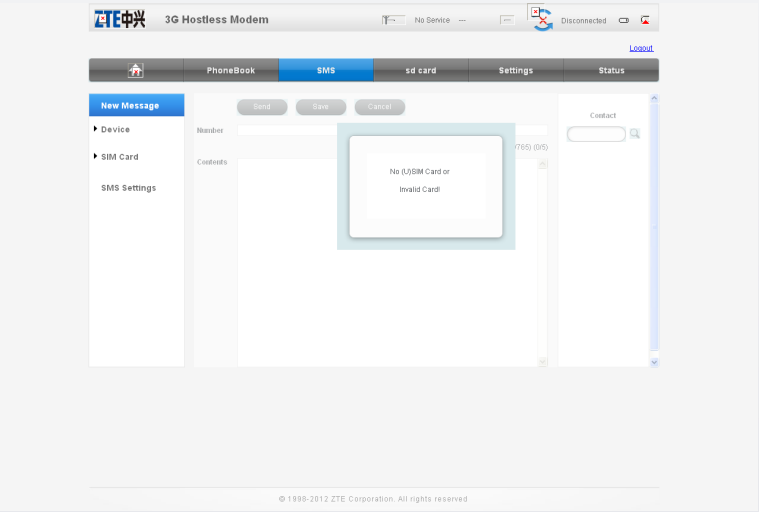
2. After connecting successfully, you can browse the web page and the like.

--End of steps.--

2.3.3 SMS

Steps

1. Click **SMS** to enter SMS interface. You can create and send messages.

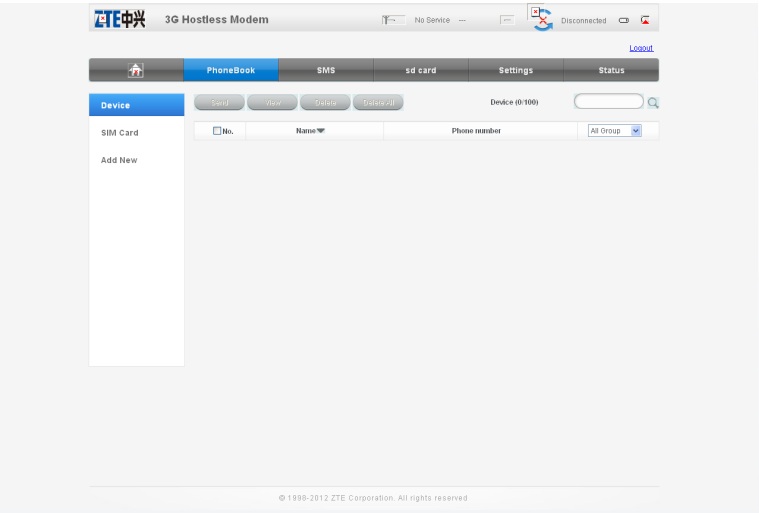


--End of steps.--

2.3.4 Phonebook

Steps

1. Click **PhoneBook** to enter phonebook interface. You can add or view contacts information.

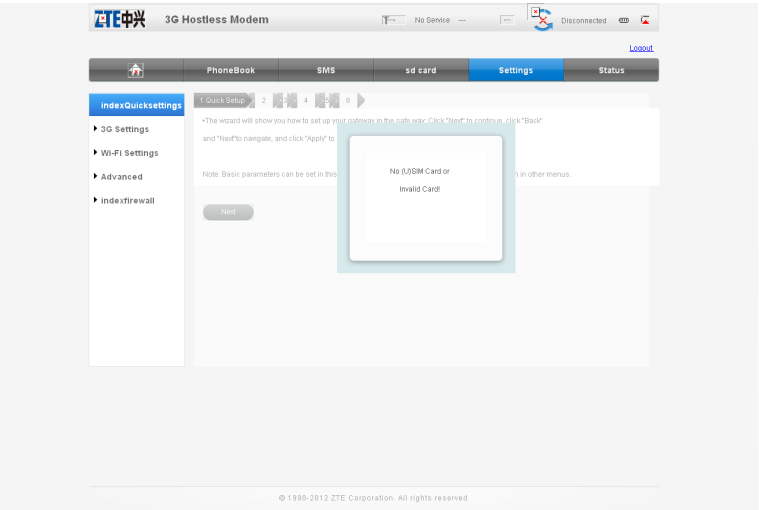


--End of steps.--

2.3.5 Settings

Steps

1. Click **Settings** to enter settings interface. You can make the network relation settings about the modem.

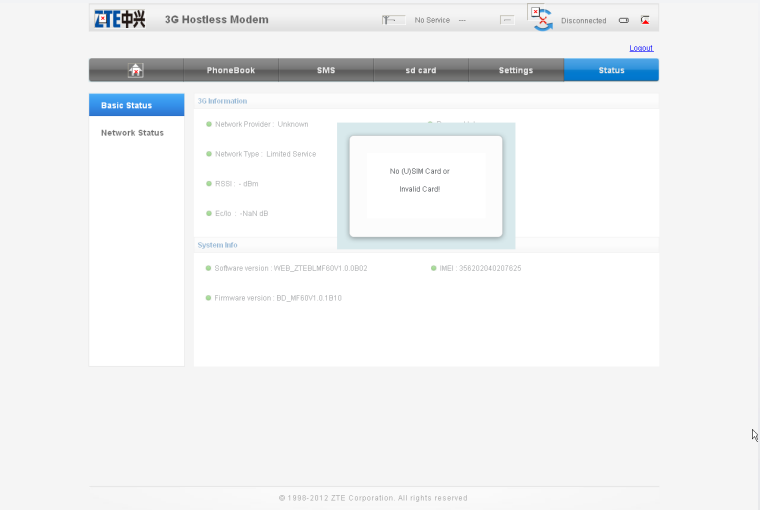


--End of steps.--

2.3.6 Status

Steps

1. Click **Status** to check the basic status and network status.



--End of steps.--

3.1 Before You Begin

3.1.1 Computer and System Requirements

NOTE

Note:

- The computer and system requirements are only for after-sales service update tools.
- The minimum spec of hard-disk means the local available hard-disk space, not the hard-disk size.

No.	OS	Item	Minimum spec	Recommended spec
1	Windows XP	CPU	1.0GHz	1.8GHz and over
		Memory	512MB	1GB and over
		Hard-disk	200MB	400MB and over
2	Windows Vista	CPU	1.0GHz	1.8GHz and over
		Memory	1GB	2GB and over
		Hard-disk	200MB	400MB and over

3.1.2 Data Cable

USB data cable (Material code: 052621600325)

3.1.3 Service Software

Type	Name	Description
Modem drive	/	The driver is integrated with PC software. Therefore, the driver will be installed after you installing the PC software.

Download platform	**SalesDL_DC_8200_8200A_8220V-1.00.00**	The platform version is for reference only. Be sure to use the latest version to download.
Software version	**00000B0000ZTE_D-C_8200V1.0.0**	The software version is for reference only. Be sure to use the latest version to download.

3.1.4 Cautions

- Make sure that the modem can be switched on normally before software download. Otherwise it may fail to do software download.
- The software version and download platform software in the document are for reference only. Use the provided version to do software download.
- Be sure to update the software version of each faulty modem to the latest one.
- Take out the USIM card from the modem before software download.
- Do not interrupt download process. Such interruption may cause switching on failure.

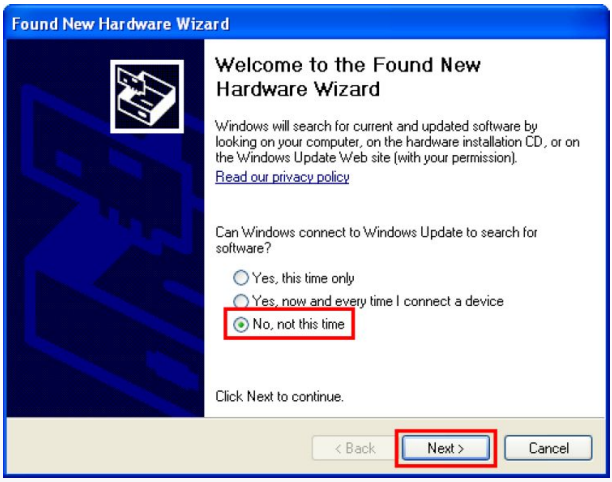
3.2 Install Cable Driver

Prerequisite

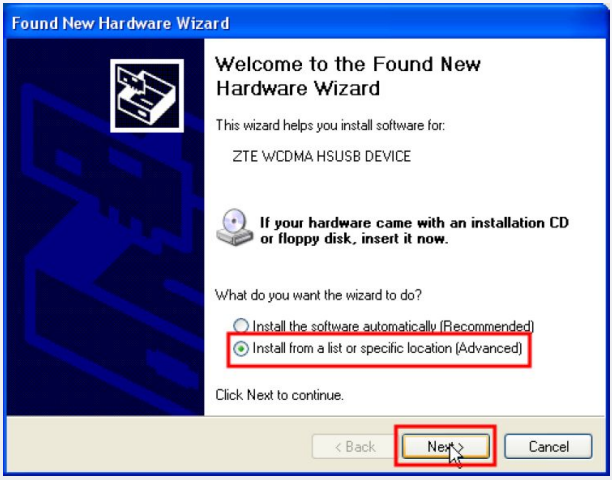
- For required driver, please contact the information administrator of the after-sales technology development Dept.

Steps

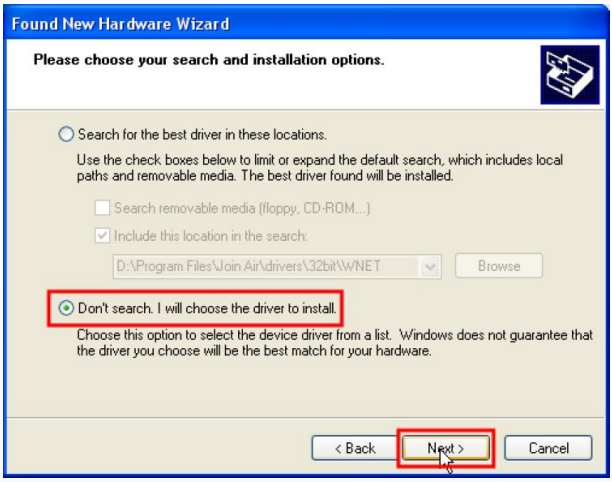
1. Connect the modem and computer with data cable, and switch on the modem. If the **Found New Hardware Wizard** interface appears, you should install driver.
2. Select **No, not this time** and click **Next**.


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

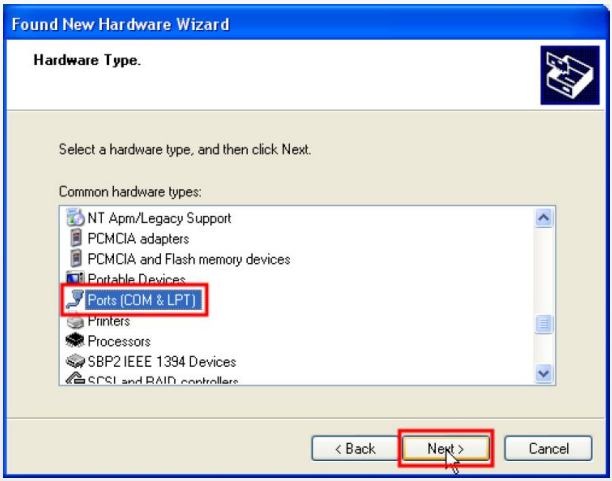
3. Select **Install from a list or specific location (Advanced)** and click **Next**.


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
ZTE WCDMA HSUSB DEVICE
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

4. Select **Don't search. I will choose the driver to install.** and click **Next**.


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
D:\Program Files\Join Air\drivers\32bit\WNET
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

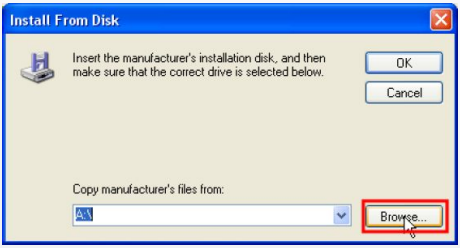
5. Select **Ports (COM&LPT)** and click **Next**.



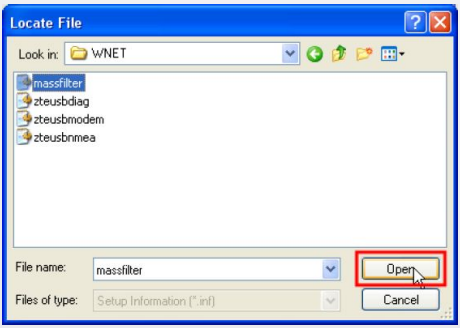
6. Click **Have Disk**.

Found New Hardware Wizard
Select the device driver you want to install for this hardware.
Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
(Unable to find any drivers for this device)
Have Disk...
< Back
Next >
Cancel

7. Click **Browse** to select the driver.



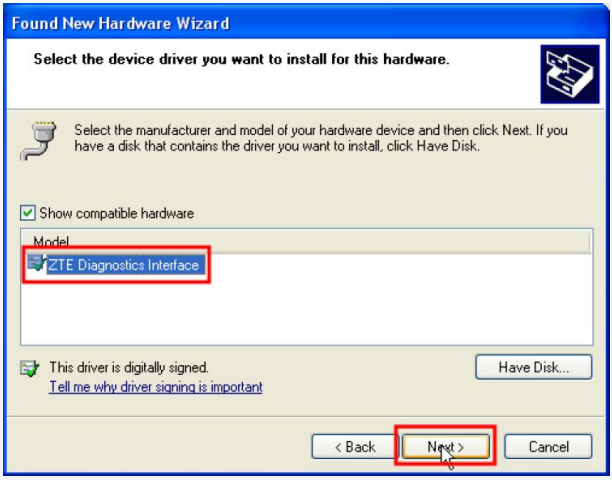
8. Select the driver and click **Open**.



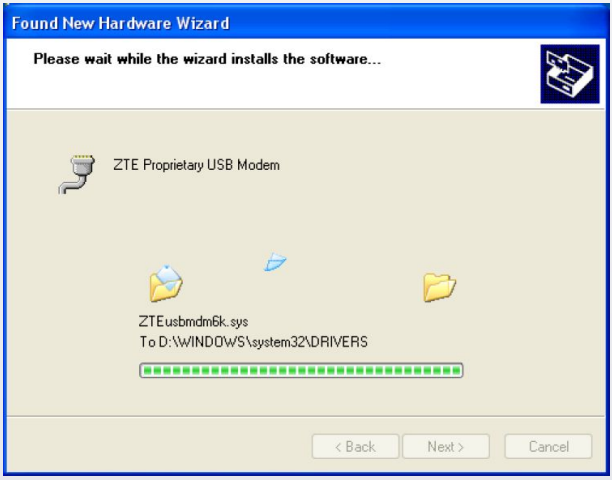
9. Click **OK**.

Install From Disk
Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.
OK
Cancel
Copy manufacturer's files from:
D:\Program Files\Join Air\drivers\32bit\WNET
Browse...

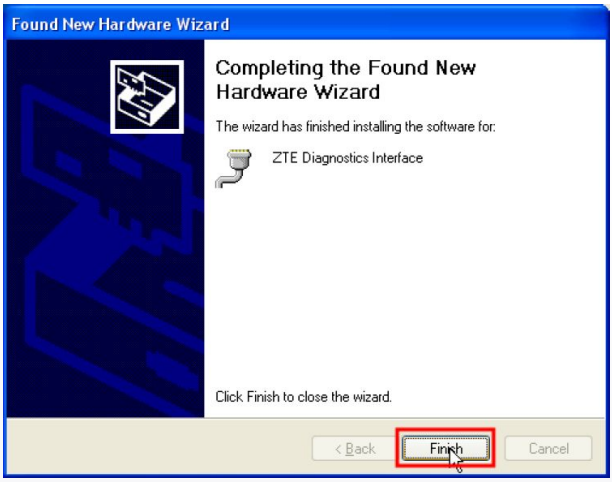
10. Select the model and click **Next**.


Found New Hardware Wizard
Select the device driver you want to install for this hardware.
Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
Show compatible hardware
Model
ZTE Diagnostics Interface
This driver is digitally signed.
Tell me why driver signing is important
Have Disk...
< Back
Next >
Cancel

11. Installing.



12. Click **Finish**.



13. If the **Found New Hardware Wizard** interface appears again, do the step over and over.
14. After installed the driver, the COM port will appear.

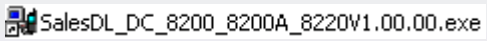
--End of steps.--

3.3 Install Download Platform

Steps

1. Double-click the icon to install download platform software.

2. The shortcut icon of the software.



--End of steps.--

3.4 Download Software

Prerequisite

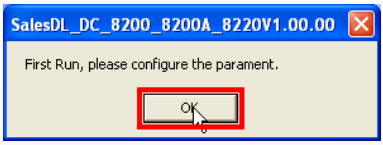
- Do not interrupt download process. Such interruption may cause switching on failure.
- The download process lasts about 9 minutes.

Steps

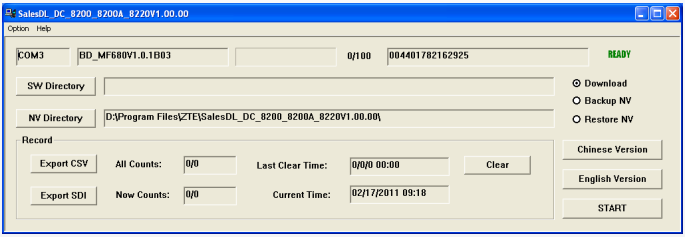
1. Connect the modem and computer with data cable.
2. Switch on the modem.
3. Double-click the shortcut icon.

   SalesDL_DC_8200_8200A_8220V1.00.00.exe

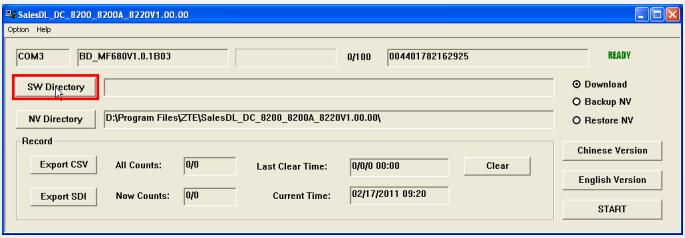
4. Click **OK**.



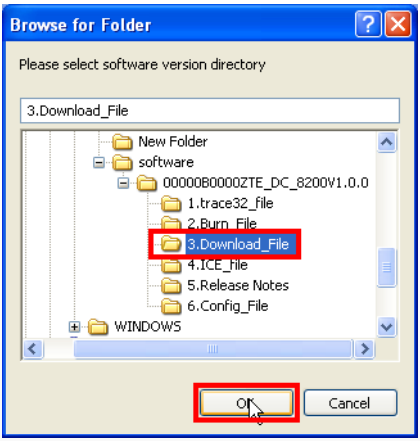
5. The main interface is as following.



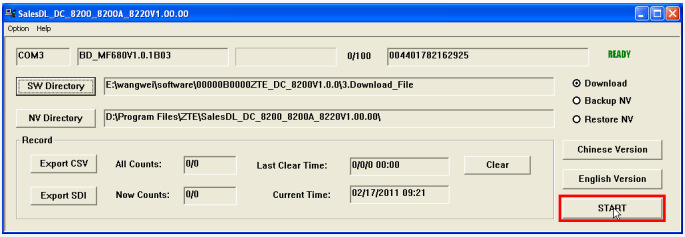
6. Click **SW Directory**.



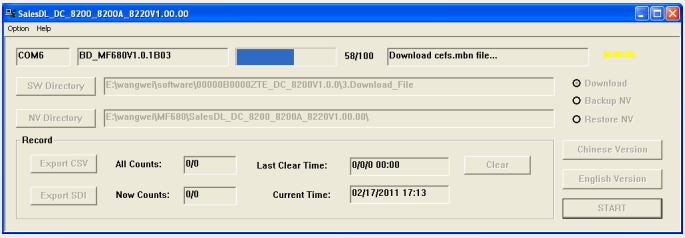
7. Select the correct file folder, click **OK**.



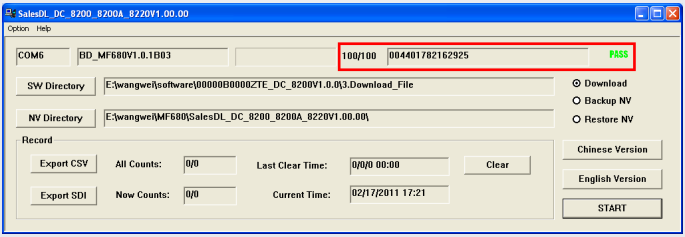
8. Click **START** to start download.



9. Downloading.



10. Download successfully.



--End of steps.--

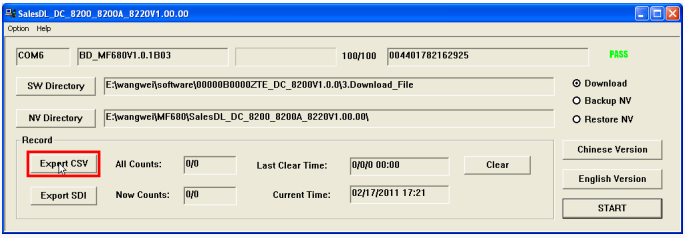
3.5 Export Download Information File

Prerequisite

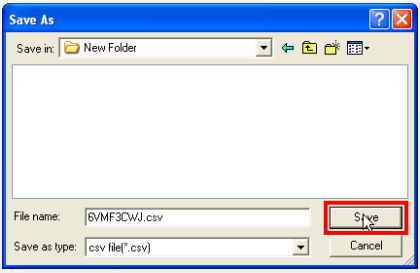
- You can export information file after downloading successfully.
- Export CSV file first, and then export SDI file.

Steps

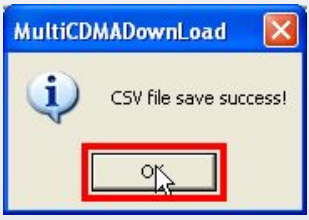
1. Click **Export CSV** to export CSV file.



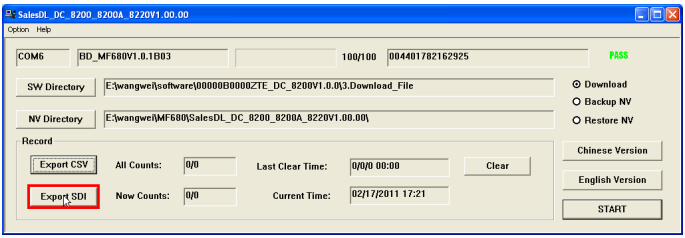
2. Click **Save** to store the CSV file in the selected folder.



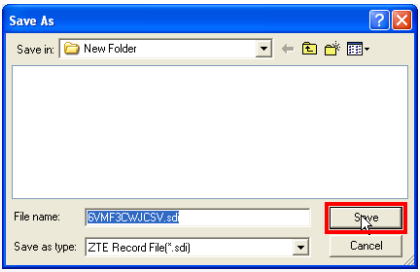
3. Save successfully, click **OK**.



4. Click **Export SDI** to export SDI file.



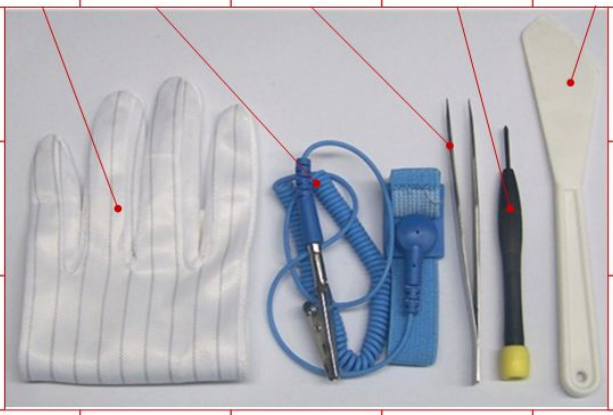
5. Click **Save** to store the SDI file in the selected folder.



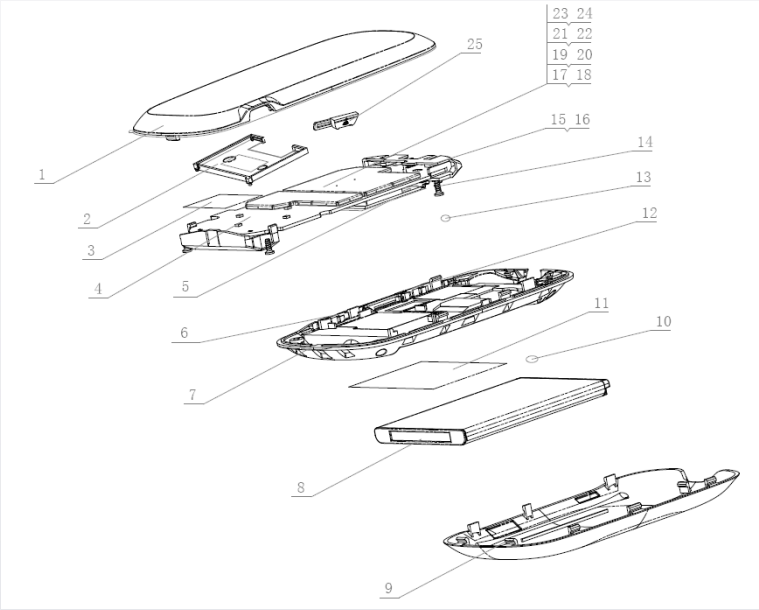
6. Save successfully, click **OK**.

--End of steps.--

4.1 Disassembly Tools

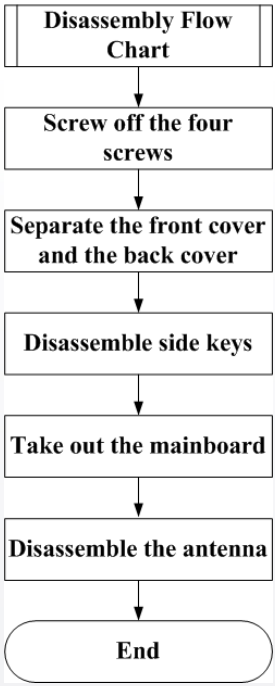
Anti-electrostatic Gloves	Anti-electrostatic Wrist Strap	Tweezers	Cross Screwdriver	Housing Disassembly Tool
				

4.2 Exploded View



SN	Name	SN	Name
1	Front Cover	14	Screw
2	LCD Stand	15	Main Antenna
3	Conductive Fabric	16	WiFi Antenna
4	Mainboard	17	Shield 1
5	LCD	18	Shield Stand 1
6	Power key	19	Shield 2
7	Back Cover	20	Shield Stand 2
8	Battery	21	Shield 3
9	Battery Cover	22	Shield Stand 3
10	Waterproof Label	23	Shield 4
11	Label	24	Shield Stand 4
12	WPS Key	25	RF Plug
13	Anti-disassembly Label		

4.3 Disassembly Flow Chart



4.4 Disassembly Steps

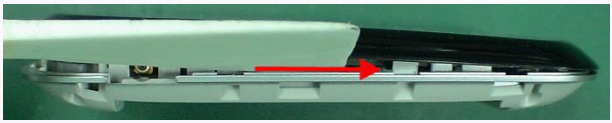
Prerequisite

The modem logos vary from country to country. We take this modem as an example in this document (for reference only).

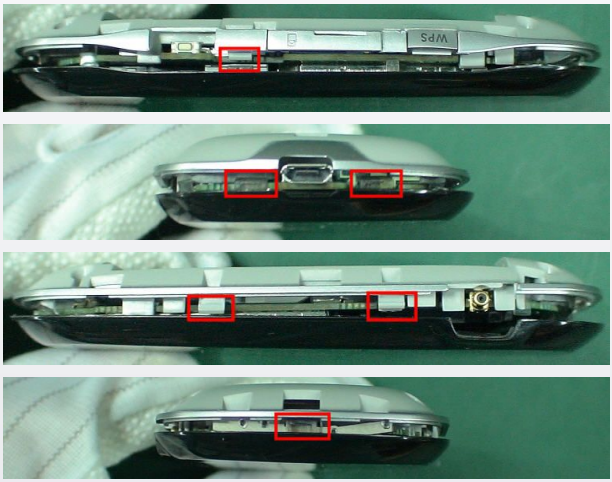
Steps

1. Screw off the four screws with screw driver.

2. Separate front cover and back cover with housing disassembly tool.

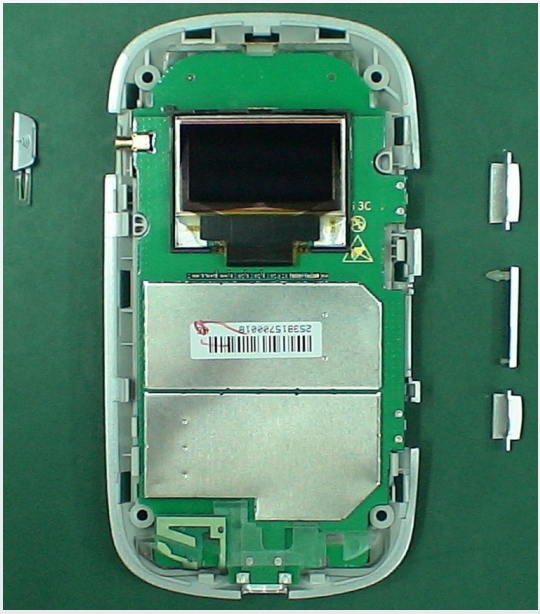


3. Pay attention to the lock when disassembling and assembling.

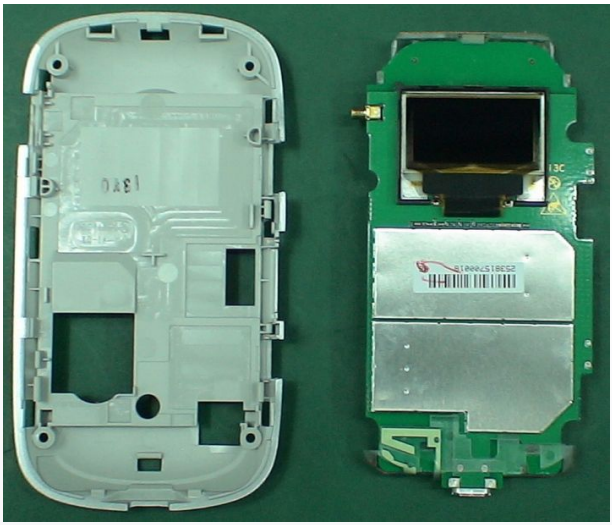


4. The separated front cover and back cover are as following.

5. Take out power key, T-flash card cover, WPS key and RF plug.



6. Separate mainboard and back cover.

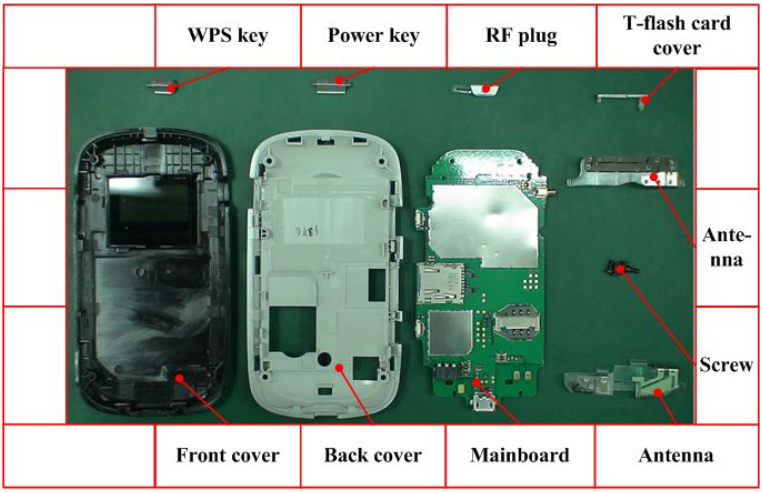


7. Loose the three locks of antenna.

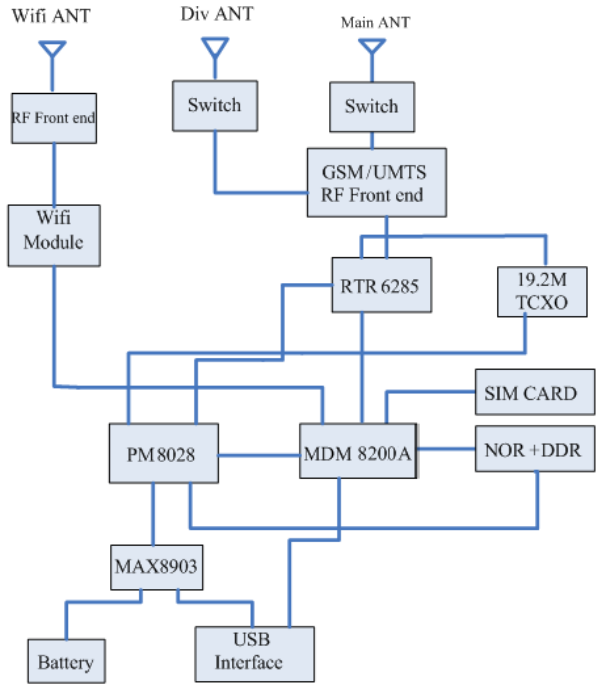
8. Disassemble the antenna.

--End of steps.--

4.5 Composing



5.1 Principle Block Diagram



5.2 Basic Component Distribution

Figure 1 Top view of mainboard

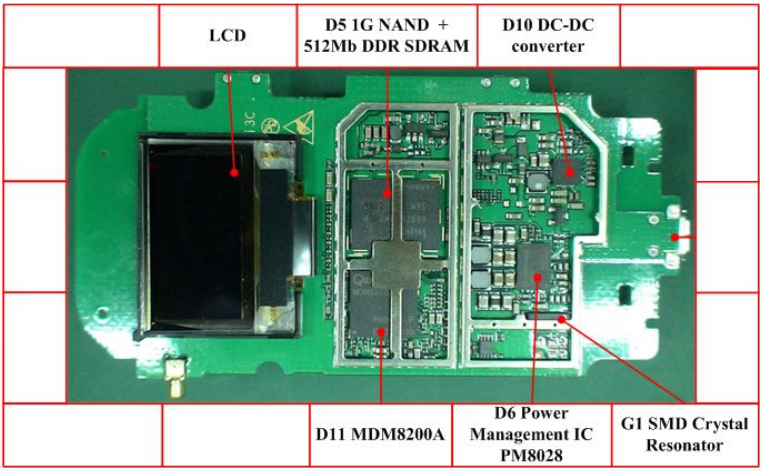
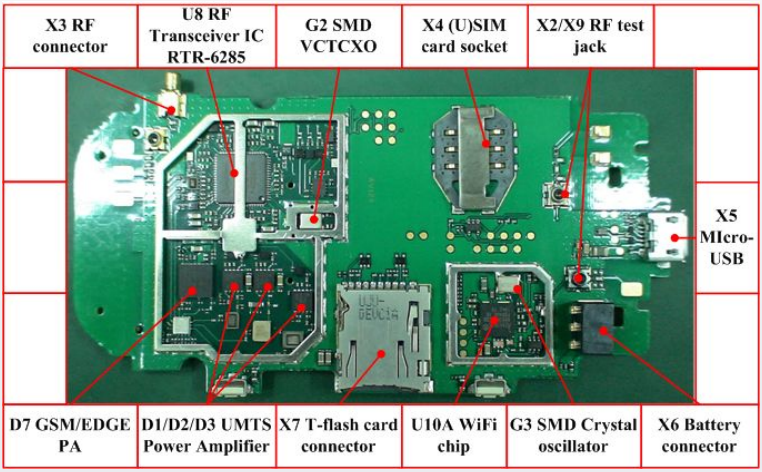


Figure 2 Bottom view of mainboard



5.3 PCB Layout

Figure 3 Top view

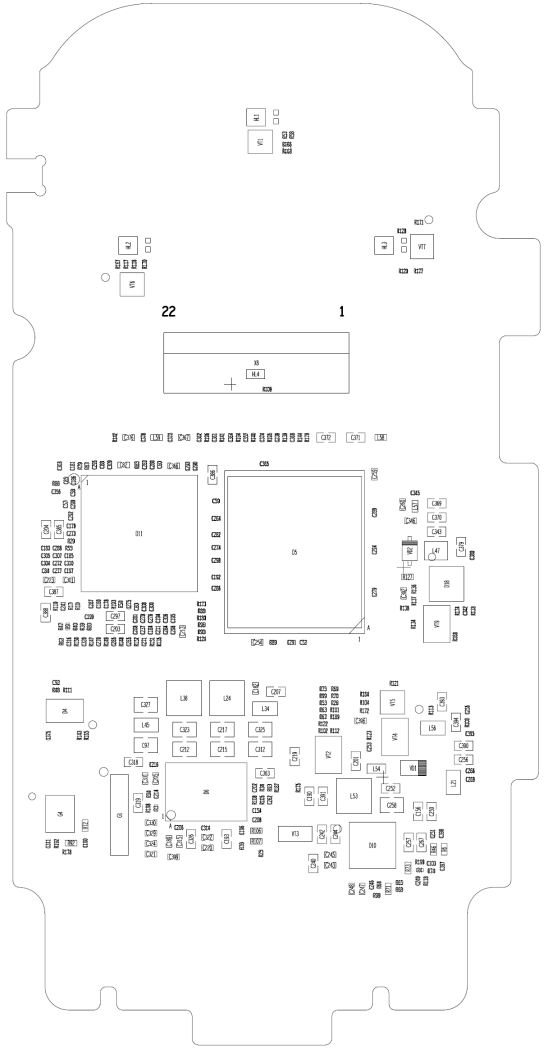
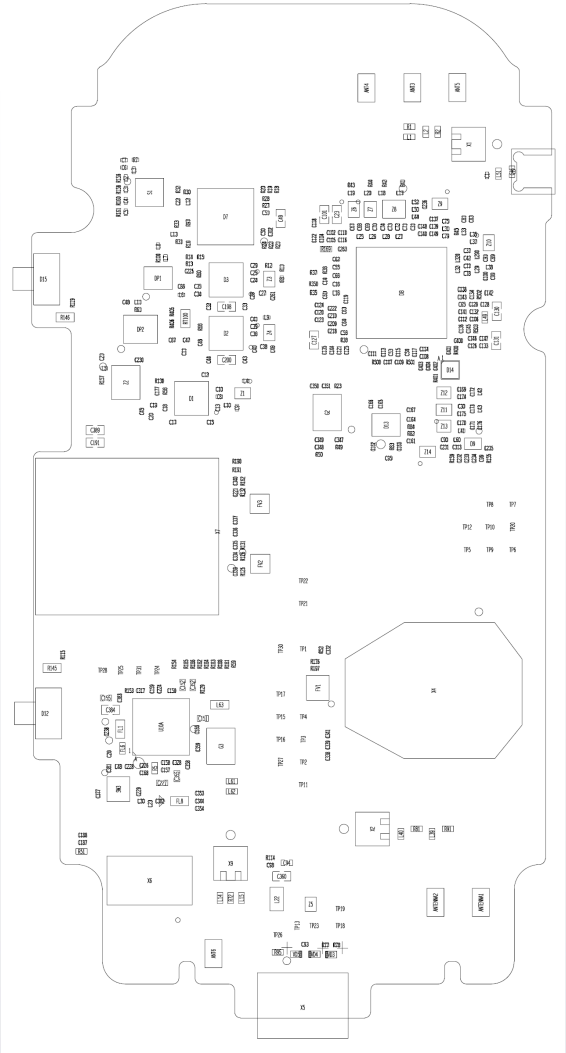


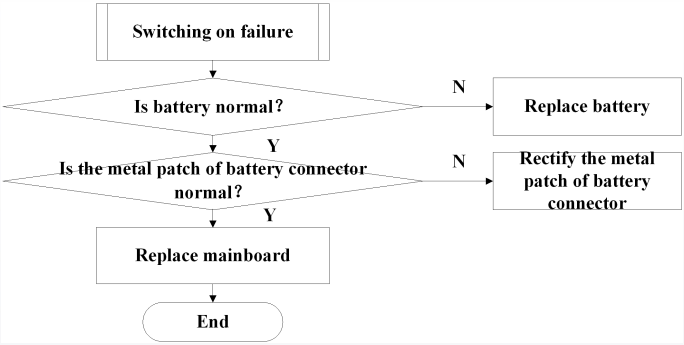
Figure 4 Bottom view



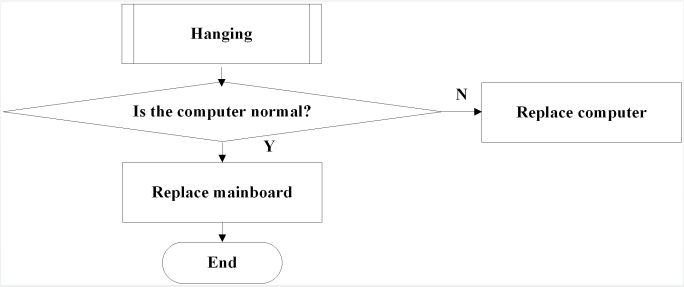
6.1 Housing Failure

For the housing failure, make the corresponding replacement according to 4.4 Disassembly Steps.

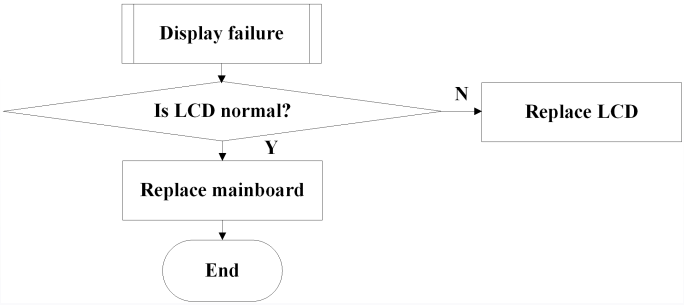
6.2 Switching On Failure



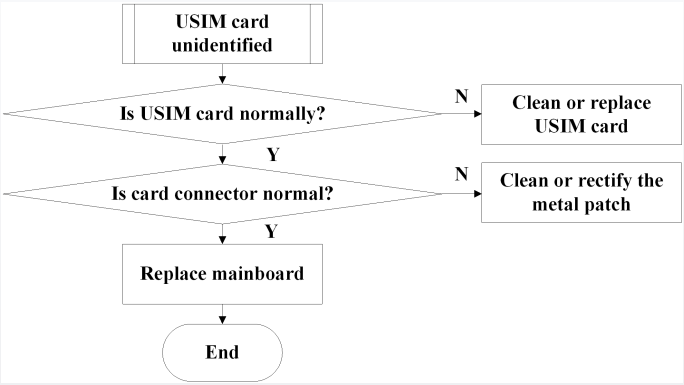
6.3 Hanging



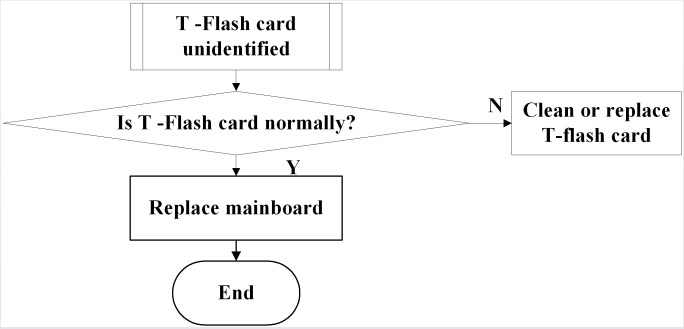
6.4 Display Failure



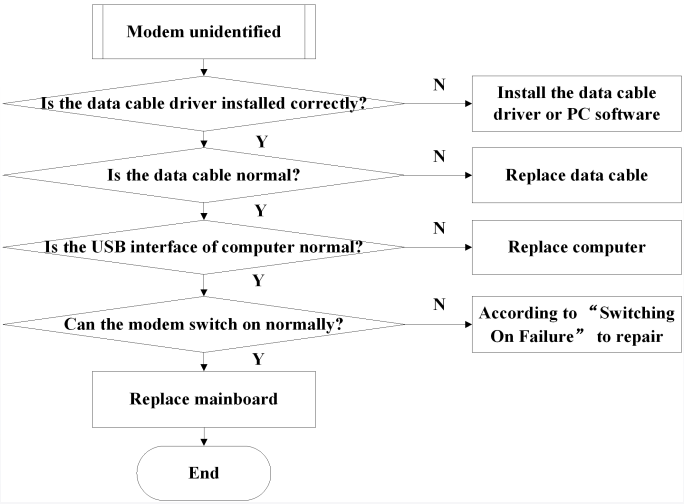
6.5 USIM Card Unidentified



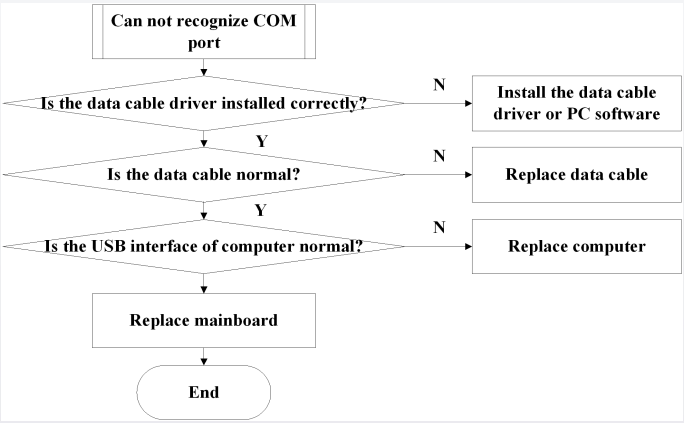
6.6 T-Flash Card Unidentified



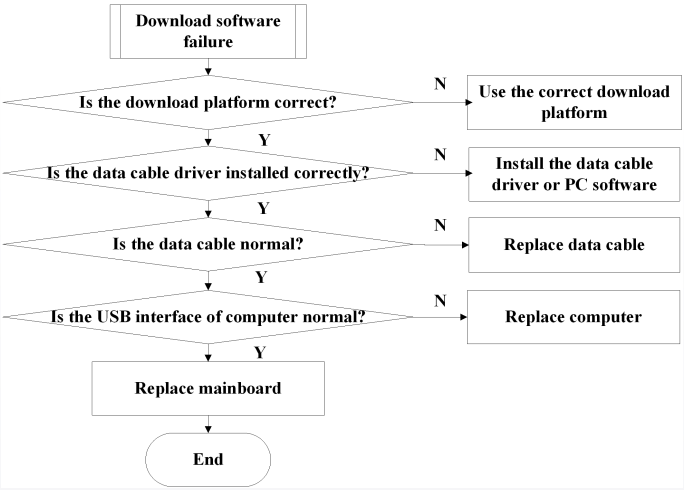
6.7 Modem Unidentified



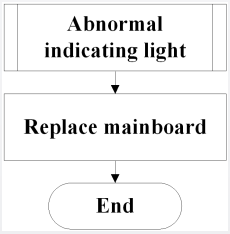
6.8 Can not Recognize COM Port



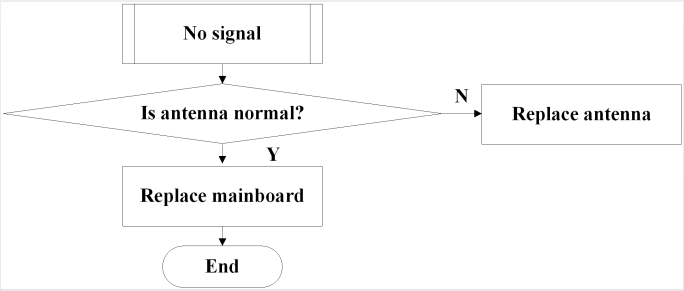
6.9 Download Software Failure



6.10 Abnormal Indicating Light



6.11 No Signal



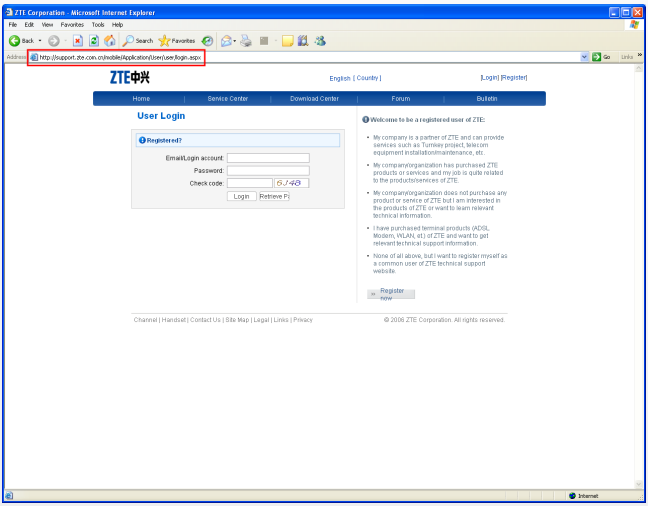
7.1 After-Sales Technical Support Website

Prerequisite

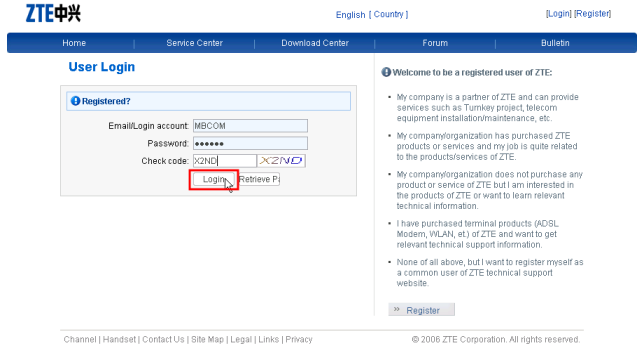
- If you have any questions about ZTE handset repair, you can ask for help through the technical forum. Our technical support engineers will give you a reply within 24 hours.
- For technical documents such as the training document and repair manual, you can download from this website too.
- If you have any suggestion, please provide your suggestion to us through the technical forum. This will help us to better meet your needs.
- Home page: **http://support.zte.com.cn/mobile**.

Steps

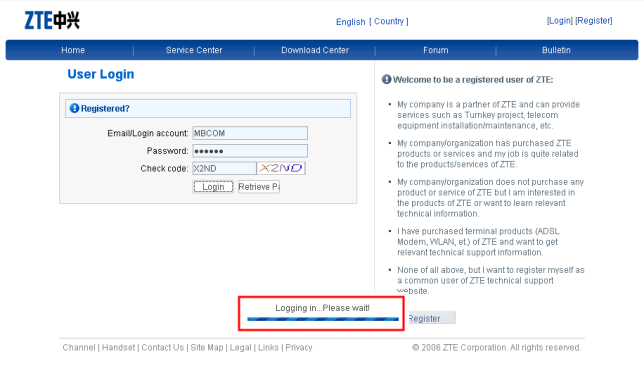
1. Input **http://support.zte.com.cn/mobile** in the address bar and press **Enter**.



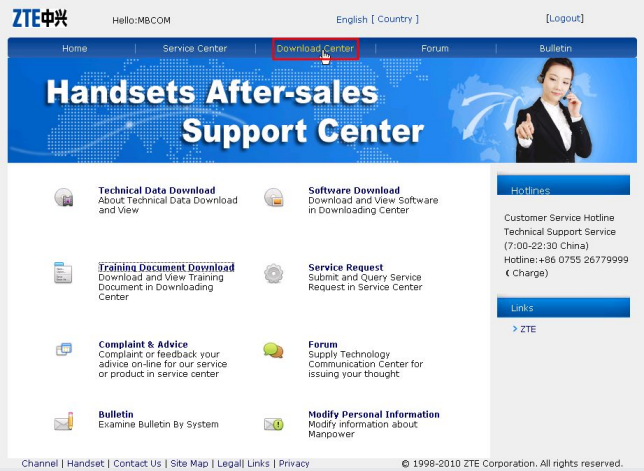
2. Input **Email/Login account**, **Password** and **Check code**, and click **Login**.


ZTE中兴
English [Country]
[Login] [Register]
Home
Service Center
Download Center
Forum
Bulletin
User Login
Registered?
Email/Login account:
MBCOM
Password:
Check code:
X2ND
Login
Retrieve P
Welcome to be a registered user of ZTE:
My company is a partner of ZTE and can provide services such as Turnkey project, telecom equipment installation/maintenance, etc.
My company/organization has purchased ZTE products or services and my job is quite related to the products/services of ZTE.
My company/organization does not purchase any product or service of ZTE but I am interested in the products of ZTE or want to learn relevant technical information.
I have purchased terminal products (ADSL Modem, WLAN, et.) of ZTE and want to get relevant technical support information.
None of all above, but I want to register myself as a common user of ZTE technical support website.
Register
Channel | Handset | Contact Us | Site Map | Legal | Links | Privacy
© 2006 ZTE Corporation. All rights reserved.

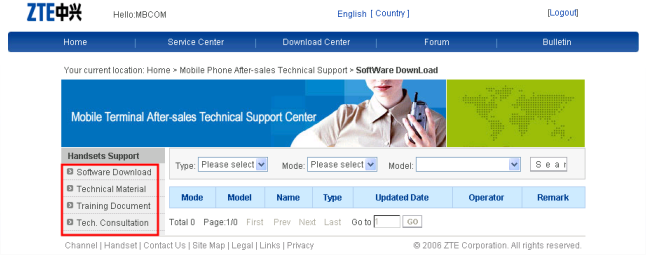
3. The login progress is displayed. Please wait.



4. In the main window of the handsets after-sales support center, click **Download Center**.



5. Click the items to get the corresponding software, technical material and training document.



--End of steps.--

ZTE中兴 中兴通讯股份有限公司
ZTE CORPORATION
ZTE B3-Building, Keji Road South,
Hi-Tech Industrial Park, Nanshan District,
Shenzhen, P. R. China
Zip Code: 518507
Tel: (86) 755 26779999 400-800-9999
URL: http://ensupport.zte.com.cn
E-mail: tech.sp@zte.com.cn